



Task Title: Job Profile – General Office Support Workers

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description: Use the Ontario Job Profiles website to find information about General Office Support Workers.

Main Competency/Task Group/Level Indicator

- Find and Use Information/Read continuous text/A1.2
- Use Digital Technology/D.2

Materials Required:

- Pen/pencil and paper
- Computer or digital device

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Notes for Instructors/Practitioners

To explore a different job of interest, your learner can search for a job profile for one of the top 500 jobs in Ontario. The questions below can be answered based on any job profile on this site:

<https://www.services.labour.gov.on.ca/labourmarket-ui/search>

This task is also included in the task bundle “Employment: Job Exploration” in which it has been adapted for each of the top 10 job postings in Ontario in 2024.

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Learner Information

Learning more about a specific job that interests you can help you in your job search.

Go to the Job Profile webpage for General Office Support Workers:

<https://www.services.labour.gov.on.ca/labourmarket-ui/jobProfile?nocCode=14100>

Work Sheet

Task 1: List three different names for general office support workers.

Answer:

Task 2: List three activities general office support workers perform.

Answer:

Task 3: What is the educational requirement for this job?

Answer:

Task 4: List three specialized skills required for this job.

Answer:

Answers

Note: Information may change as this website is updated. Answers below are current as of January 2025.

Task 1: List three different names for general office support workers.

Answer: Any three of the following:

- address forms clerk
- administrative clerk
- administrative clerk - Canadian armed forces
- aircraft records clerk
- auction clerk

Task 2: List three activities general office support perform.

Answer: General office support workers prepare correspondence, reports, statements and other material, operate office equipment, answer telephones, verify, record and process forms and documents such as contracts and requisitions and perform general clerical duties according to established procedures.

Task 3: What is the educational requirement for this job?

Answer: Completion of secondary school education is usually required. College business or commercial courses are usually required.

Task 4: List three specialized skills required for this job.

Answer: Any three of: Scheduling, Data Entry, Administrative Support, Sorting, Inventory Maintenance, Budgeting, Office Administration, Administrative Functions, General Office Duties, Mailing.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	scans text to locate information			
	locates multiple pieces of information in simple texts			
	follows the main events of descriptive, narrative and informational texts			
	obtains information from detailed reading			
	begins to identify sources and evaluate information			
D.2	selects and follows appropriate steps to complete tasks			
	locates and recognizes functions and commands			
	makes low-level inferences to interpret icons and text			
	begins to identify sources and evaluate information			

This task: Was successfully completed Needs to be tried again

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Learner Comments:

Instructor (print):

Learner (print):
